



Job Announcement

<http://www.mdcourts.gov>

Opening Date: May 7, 2015

Closing Date: Open Until Filled

First Review: May 21, 2015

Job Title: Information Technician VI/VII

Position Type: Regular Full Time

PIN: 072597, 057502

FLSA Status: Non-Exempt

Location: Judicial Information Systems
Annapolis, Maryland

Grade/Entry Salary: Level VI- T06 \$41,844 - \$49,837
Level VII- T07 \$44,533 - \$53,127
(Depending on Qualifications)

Financial Disclosure: T06-No T07-Yes

Essential Functions: Information Technician VI: As the junior member of a team this position will assist in transporting, installing, configuring, troubleshooting and repairing personal computer hardware and software as well as cabling for personal computers and printers. Assists in the installation, configuration and troubleshooting of user software and user access functions. Performs preventative maintenance of personal computers, printers and peripheral equipment. Independent work assignments are generally routine, and involve non-complex, non-sensitive actions. May provide user orientation to hardware and software after installation. Receives instructions on the above duties and assumes progressively more responsibility as knowledge and experience increase.

Information Technician VII: As an independent worker or fully functional member of a team: transports, installs, configures, troubleshoots and repairs personal computer hardware and software as well as cabling for personal computers and printers. Assists in the installation, configuration and troubleshooting of user software and user access functions Provides user orientation to hardware and software after installation. Performs preventative maintenance on personal computers, printers and peripheral equipment. Work assignments range from routine to emergencies and generally involve moderately complex and/or sensitive actions. **Both** levels require interstate travel. Both levels perform other related essential functions as assigned.

Education: High School Diploma or GED.

Experience: Information Technician VI: Minimum of one year of experience performing computer hardware or software installation and troubleshooting, or other experience which demonstrates a familiarity with personal computer operations and installation.

Information Technician VII: Minimum of three years' experience performing computer hardware or software installation, configuration, troubleshooting and repair.

Note: Associates Degree in computer science from an accredited university can substitute for 2 years of the required experience for the Information Technician VII position only.

Preferred: A+ certification. Microsoft Certified Professional Certification. Technical or college training in microcomputer technology.

Skills/Abilities: Information Technician VI: Knowledge of IBM compatible PC architecture and components. Knowledge of hardware trouble shooting and repair procedures. Knowledge of Microsoft Windows operating systems. **Information Technician VII:** Advanced knowledge of the above. **Both** levels of the position require the ability to lift and carry equipment weighing up to 50 lbs, bending, stooping and other physical activities necessary for installation and repair including good hand-eye coordination. Ability to communicate and assist anxious and upset customers in a patient and tactful manner. Ability to learn about new technology on a daily basis and apply all knowledge to diagnosing complex problems. Valid Maryland Driver's license with good driving record and the ability to drive a panel van. Ability to perform essential functions of the position is required for both levels.

All applicants must complete a Maryland Judiciary Employment Application to be considered for this position (unsigned applications will not be accepted).

The candidate selected for this position will be subject to a background check. Materials must be received in the Human Resources department at the address below by 4:30pm on the closing date. The Human Resources Department does not accept faxes will not be responsible for applications/resumes sent to any other address.

**Maryland Judiciary
Human Resources Department
580 Taylor Ave., Bldg. A-1
Annapolis, MD 21401
Email: jobs@mdcourts.gov (Zip files not accepted)**

The Maryland Judiciary is a drug free workplace and an equal opportunity employer, committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin or disability. Applicants who need accommodation for an interview should request this in advance. Employees must be United States citizens or eligible to work in the United States.